Interactive Driver and Vehicle Records (IDVR) Web Access User Guide

Version 1.6

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Maryland Interactive Driver and Vehicle Record Access User Guide

Introduction

The Maryland Motor Vehicle Administration has partnered with NIC Maryland through a Master Contact with the Department of Information Technology and has developed a new method to obtain driver and vehicle record information. You must be authorized within the scope of the Driver Privacy Protection Act (DPPA) and have a subscription to the Interactive Driver and Vehicle Record Access service to access MVA records. This document provides an overview on using this service. As with the existing MVA system, this system may be unavailable to process search requests during maintenance windows.

The current maintenance schedule is:

- Nightly: 12:00AM – 12:30 AM EST
- Sunday: 6:00AM – 11:00 AM EST
- The second Saturday of every month from 11:00PM until 5:00 AM EST
- Tuesday and Thursday 5:00 PM EST

Overview

The Interactive Driver and Vehicle Record Access service is a web-based application which allows authorized customers to access driver and vehicle records in real time. The service location is located at the following URL: **https://egov.maryland.gov/mva/idvr/**

Setting up Your User Account

You will receive your login credentials in an email from noreply@egov.com. After you receive your User Name, you will need to click on the link in the email to create your password. After your account has been successfully setup, you can begin record retrieval.

Initial Sign On:
Upon receiving your login information, you will need to go to https://egov.maryland.gov/accounts/resetpassword.aspx to set your password. After you set your password, you can login to your services. Passwords must be a minimum length of 8 characters.

Password may not contain any part of your user name and/or last name and must contain 3 of the following:

- Uppercase
- Lowercase
- Number
- Special Character

Record Fees

There is a $12.00 record fee per driver and vehicle record and a $15 record fee for certified driver records, regardless of the number of pages contained in each record. ***Government agencies are not charged.*** Like most states, Maryland charges a record fee for "NO DRIVER RECORDS FOUND" and "NO VEHICLE RECORDS FOUND". The MVA recognizes a requester might possibly enter a typo to cause a "no record found", however, in most cases, the requester requires confirmation of the fact that there is no record for a particular individual.

Using the Interactive Driver and Vehicle Records Access Application

Log In Screen

Image 1: Login Screen

Table 1: Login fields

	Field Name	**Description**	**Example**
(1)	Username	Username associated with the user account	jdoe3456
(2)	Password	Password associated with the user account	Pa55word!

Transaction Selection Main Menu

After successful login, you will be presented with options to access Maryland Driver and Vehicle records.

Image 2: Main Menu

The user has options to perform:

(1) ***Driver Record Search:***
   a.   Search by ***Driver License Number;***
   b.   Search by ***Name*** and ***Date of Birth***
(2) ***Vehicle Record Search:***
   a.   Search by ***VIN;***
   b.   Search by ***Title Number;***
   c.   Search by ***Tag;***
   d.   Search by ***Driver License Number***
(3) Access Customer ***Support*** options:
   a.   Access ***User Guide;***
   b.   Access Customer Support by ***Email*** or ***Live Help Chat***

Driver Record Search

Driver's License Number Search

This option allows customers to search for and retrieve a Maryland Complete Driving Record or a 3-Year Driver Record using the Driver's License Number as the search criterion. Complete driving history records are available to authorized subscribers only. Please contact the NIC Maryland customer support team for more information.

Image 3: Driver's License Number Search Screen

	Field Name	Description	Example	Length
(1)	License Number	**(Required)** The Driver License Number for the driver record to be retrieved. Must be a letter followed by 12 digits. **No punctuation or spaces allowed**.	A999999999999	13
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -. #@	N14-34543	32
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Name Search

Search for and retrieve a Maryland Complete Driving Record or a 3-Year Driver Record using the driver's Name. Please note that it is possible to receive a list of multiple drivers. When this occurs, you will be charged for the search. One detailed recorded is included in the price for this search. The list will include Name, Birth Date, Driver's License Number, City, Zip Code, Race and Gender fields.

DRIVER'S RECORD SEARCH BY NAME ❓

Enter identifying information of a driver. Enter more information to narrow your search. * indicates a required field.

*First Name

> 1

Middle Initial

> 2

*Last Name

> 3

Suffix

> 4

Birth Date (mm/dd/yyyy)

> 5 / ☐ / ☐

Zip Code

> 6

Reference Code - displays on record and billing history. ❓

> 7

Permissible DPPA use: > 8

- ○ (1) For use by any government agency in carrying out its functions.
- ○ (2) For use in connection with matters of motor vehicle or driver safety and theft.
- ○ (3) For use in the normal course of business by a legitimate business.
- ○ (4) For use in connection with any Federal, State, or local court.
- ○ (5) For use in research activities, and for use in producing statistical reports.
- ○ (6) For use by any insurer or insurance support organization.
- ○ (7) For use in providing notice to the owners of towed or impounded vehicles.
- ○ (8) For use by any licensed private investigative agency or licensed security service.
- ⦿ (9) For use by a CDL employer or its agent or insurer.
- ○ (10) For use in connection with the operation of private toll transportation facilities.
- ○ (11) For any other use in response to requests for individual motor vehicle records.
- ○ (12) For bulk distribution for surveys, marketing or solicitations.
- ○ (13) For use by any requester, with written consent of the individual.
- ○ (14) For any other use specifically authorized under the law of the State that holds the record.

[Search]

You will be charged $0.00 for this search.

Table 3: Driver's record search by name search fields

	Field Name	Description	Example	Length
(1)	First Name	(Required) The first name or first initial of the driver	John	
(2)	Middle Initial	(Optional) The middle initial of the driver	B	
(3)	Last Name	(Required) The last name of the driver	Doe	
(4)	Suffix	(Optional) Additional information about the driver, such as Jr., Sr., etc.	Jr	
(5)	Birth Date	(Optional) The birth date of the driver		
(6)	Zip Code	(Optional) The zip code associated with the driver's address	12345	5
(7)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32

	Field Name	Description	Example	Length
(8)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Multiple Results

A search by name may result in multiple driving records being found. In this instance, the user should select the correct driving record from the list provided to view the detailed driving record.

Image 5: Multiple matches found

How to Interpret the Driving Record

Image 6: Sample Driving Record

DRIVER RECORD SEARCH BY DRIVER'S LICENSE NUMBER

New Search   Print

MARYLAND MOTOR VEHICLE ADMINISTRATION
Driving Record Information - Past 36 Months

Search Summary

(1)
Transaction Id: 0000000A2V
Report Time: 12/10/2012 1:06:03 PM EST
Control Id:
License Number: d000429000001

Customer Information

(2)
Driver's License Number: D 000-429-000-001
Name: JOHN-DOE   Privacy: YES
Address: 2 GLEN AVE
                       BETHESDA M MD 20852
Height: 5-10   Weight: 150   Race: 2   Sex: M   Date of Birth: 01-01-00
Driving Privilege Status: REVOKED & SUSPENDED
Current CDL Status:

Address Changes

(3)

Date	Description
05-19-10	ADDRESS CHANGE

Name Changes

(4)

Date	Description
03-25-11	

Driver's License Information

(5)

License Class Code	Graduated Lic. Type	License Type	License Duplicate	Document
ID		N	G	

Issue Date	Expiration Date	CDL Endorsement	Restrictions	Special Restrictions
06-01-09	01-01-10		TW	

Restriction Details

(6)

License Class	Restriction Code	Description	Restriction Start Date	Restriction End Date
ID	J		11-29-10	INDEF

Driver's License History and Convictions

(7)

Violation Date	Conviction Date	Disposition	Description	Points
09-09-11			DISTRICT COURT-FAIL TO APPEAR SUSPENDED	

(8)   **Total Points: 00**

-- End of Record --

New Search   Print

Table 4: Driving record history field names and descriptions

	Field Name	Description
(1)	Search Summary	Displays the customer's search parameters
	Transaction Id	The unique Transaction Identifier assigned to the search transaction. Recommended that this information be retained for future reference. If

Field Name	Description
	the search request fails validation prior to search processing, the Transaction Identifier will be null.
Report Time	Date and time the search was processed
Control Id	The value of the optional Control Identifier passed into the search request
Search Criteria	Provides the specific search criteria as input by the customer
(2) Customer Information	
Driver's License Number	The individual's driver license number. A999999999999 format.
Name	Name of individual
Privacy	
Address	Residence on record for the driver
Height	Driver's Height (feet and inches)
Weight	Driver's Weight (pounds)
Race	Driver's Ethnicity **1** = Black; **2** = White Caucasian, Asiatic Indian; **3** = Mongoloid, Oriental Asiatic; **4** = Mongoloid, American Indian; **5** = Other
Sex	**M** = Male **F** = Female **X** – Other or Unspecified
Date of Birth	Month – Day – Year of Birth. MM-DD-YY format.
Driving Privilege Status	
Current CDL Status	If is the status is **valid** then the applicant is holding a valid (unexpired) license is his/her possession; If the status is **eligible** then the applicant's driving privilege is in good standing to apply for a license.
(3) Address Changes	
Date	Date the address change was recorded
Description	Notes on record for the address change
(4) Name Changes	
Date	Date the name change was recorded
Description	Notes on record for the address change
(5) Driver's License Information	
License Class Code	**A** - All vehicles except motorcycles and CDL **B** - Motor vehicles 26,001 or more pounds except Commercial Motor Vehicles, Motorcycles, and combination of Class F (tractor) and Class G (trailer) **C** - Motor vehicles under 26,001 pounds except Commercial Motor Vehicles and Motorcycles **M** – Motorcycles **NO MD LIC** - No Maryland issued driver license
Graduated License Type	See Table 5 below
License Type	See Table 6 below
License Duplicate	This is the second field that is concatenated with LICENSETYPE (length of 1) to get the complete license type. Valid values for both together are: C, CG, CR, DG, D1, D2, D3, D4, D5, D6, D7, D8, D9, D10, G, N, NC, ND, NG, N1, N2, N3, R, and RG
Document	**P** (or space) – All other records not listed above **T** – Temporary **V** – Valid without photo **X** – Provisional
Issue Date	Date license was issued. MM-DD-YY format.

Field Name	Description
Expiration Date	Date license expires. MM-DD-YY format.
CDL Endorsement	**CDL Drivers ONLY** **H** – Hazardous Materials **N** – Liquid Bulk/Cargo Tank (tanker) **P** – Passenger Transport (bus, 16 or more passengers, includes driver) **S** – School bus endorsement **T** – Double/Triple Trailer **TPXS** – All CDL endorsements **X** – N and H combined
Restrictions	
Special Restrictions	None or **B** (glasses/corrective lenses)
(6) **Restriction Details**	
License Class	
Restriction Code	See Table 7 below
Description	See Table 7 below
Restriction Start Date	Effective start date for the restriction
Restriction End Date	Effective end date of the restriction
(7) **Driver's License History and Convictions**	
Violation Date	Date of violation or date of administrative action
Conviction Date	Conviction date
Disposition	Variable column where notations up to 15 characters may appear, which may include the district court code
Description	Written description of violation or administrative action
Points	Number of points assessed for traffic violation (points assessed to moving violations are deleted from a record two (2) years from the violation date)
(8) **Total Points**	Total Accumulated Active Points

Table 5: Graduated License (GLS) Types

Type	Description
GN	New provisional conversion
GNC	New provisional conversion correction
GND	New provisional conversion duplicate
LCG	Learner correction gratis
LDG	Learner duplicate gratis
LG	Learner gratis
LN	Learner new
PC	Provisional correction
PCG	Provisional correction gratis
PD	Provisional duplicate
PDG	Provisional duplicate gratis
PG	Provisional gratis
PN	Provisional new
PN1	Provisional former O/S
PN2	Provisional former O/S
PN3	Provisional former O/S
PR	Provisional renewal

Table 6: Driver's License Types

Type	Description
C	Correction
CG	Corrected gratis
CR	Corrected renewal
D	Duplicate
DG	Duplicate gratis
N	New
N (with an X)	New provisional
NC	New correction

Type	Description
ND	New duplicate
NG	New gratis
R	Renewal

Table 7: Restriction Codes

Code	Restriction Meaning/Purpose
A	A person cannot use that product to purchase a firearm. Put in place effective January 1, 2014.
B	**Corrective Lenses**
C	**Mechanical Aid**
	Hand Controls
	Left Accelerator
	Pedal Extension
	Foot Controls
	Power Steering
	Power Brakes and Steering
	Steering Knob
	Directional Signals
	Outside Mirror Each Side
	Bioptic Telescopic Lenses
D	**Prosthetic Aid**
E	**Automatic Transmission**
F	**Outside Mirror (obsolete)**
G	**Limited to Daylight Driving Only**
H	**Limited to Employment**
	Employment Purposes Only
	Employer's Vehicle Employment Only
	Employment Purposes Only – CSE
	Employment and Educational Purposes
	Alcohol Prevention/Treatment Only
	Medical Purposes Only
I	**Limited to Testing**
	Class A Restricted to Testing
	Class A & B Restricted to Testing
J	**Other**
	Educational Purposes
	Alcohol
	Ignition Interlock Device Required
	Interlock or Employer's Vehicle
	Alcohol – MAB
	Employment & Educational – MAB
	Interlock Device MAB
	Three-Wheeled Motorcycle
	Valid in Maryland Only
	Under 21 Alcohol Restricted
	Mandatory Restraints All Occupants
	Court Ordered Ignition Interlock
	CDL Interstate Waiver
	Must Clear Medical Advisory Board
	Must Clear MAB – Vision
	Must Be Accomp by Rehab/Driv Inst
	MAB Acc by Lic/Supervsing Drvr Only
	Non-Commercial Class A Authorized
	(Free form text maximum 35 characters)
K	**CDL Intrastate Only**
L	**Vehicles without Air Brakes**
M	**Except Class A Buses**

Code	Restriction Meaning/Purpose
N	Except Class A & B Buses
O	Except Tractor Trailer
P	No passengers in CMV bus
R	Warning-ID Theft Victim-Verify ID
T	Limited Term Temporary
U	Not Acceptable for Federal Purposes
V	Medical Variance
W	Military Veteran
X	No cargo in CMV tank vehicle

Vehicle Registration Record Search

Search by VIN

Search for and retrieve a Maryland vehicle record using the vehicle's VIN as the search criterion.

Image 7: Search Vehicle Record by VIN Number

Table 8: Vehicle record search by VIN search fields

	Field Name	Description	Example	Length
(1)	VIN Number	**(Required)** The VIN Number for the vehicle record to be retrieved Must be between 1 and 19 characters in length and contain only numbers and letters. No punctuation or spaces allowed.	1M8GDM9AXKP042788	19
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Search by Title Number

Search for and retrieve a Maryland vehicle record using the vehicle's Title Number as the search criterion.

Image 8: Search Vehicle Record by Title Number

Table 9: Vehicle record title number search fields

	Field Name	Description	Example	Length
(1)	Title Number	**(Required)** The Title Number for the vehicle record to be retrieved. Must be 8 digits OR a letter followed by 7 digits. No punctuation or spaces allowed.	12345678	8
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Search by Tag Number

Search for and retrieve a Maryland vehicle record using the vehicle's Tag Number as the search criteria.

Image 9: Search Vehicle Record by Tag Number

VEHICLE RECORD SEARCH BY CLASS AND TAG NUMBER ❓

Enter vehicle tag number and class. * indicates a required field.

*Tag Number:

①

Vehicle Class:

②

Reference Code - displays on record and billing history. ❓

③

Permissible DPPA use: ④

- ○ (1) For use by any government agency in carrying out its functions.
- ○ (2) For use in connection with matters of motor vehicle or driver safety and theft.
- ○ (3) For use in the normal course of business by a legitimate business.
- ○ (4) For use in connection with any Federal, State, or local court.
- ○ (5) For use in research activities, and for use in producing statistical reports.
- ○ (6) For use by any insurer or insurance support organization.
- ○ (7) For use in providing notice to the owners of towed or impounded vehicles.
- ○ (8) For use by any licensed private investigative agency or licensed security service.
- ◉ (9) For use by a CDL employer or its agent or insurer.
- ○ (10) For use in connection with the operation of private toll transportation facilities.
- ○ (11) For any other use in response to requests for individual motor vehicle records.
- ○ (12) For bulk distribution for surveys, marketing or solicitations.
- ○ (13) For use by any requester, with written consent of the individual.
- ○ (14) For any other use specifically authorized under the law of the State that holds the record.

[Search]

You will be charged $0.00 for this search.

Table 10: Vehicle record tag number search fields

	Field Name	Description	Example	Length
(1)	Tag Number	**(Required)** The Tag Number for the vehicle to be retrieved. A string value up to 7 characters in length consisting only of letters and numbers. No punctuation or spaces allowed.	1ABC23 -or- 1AB2345	3
(2)	Vehicle Class	(Optional) The Vehicle Tag Class for the vehicle to be retrieved. *NOTE: You must supply the correct class code to receive an accurate result. If you are unclear on which class code is appropriate, please contact the MVA for assistance at 410-787-7758.*	ABY	7
(3)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(4)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Search by Driver License Number

Search for and retrieve Maryland vehicle record(s) using the owner's Driver License Number as the search criterion.

Image 10: Search Vehicle Record by Owner's Driver's License Number

Table 11: Vehicle record search by driver's license number search fields

	Field Name	Description	Example	Length
(1)	License Number	**(Required)** The Driver License Number for the driver record to be retrieved. Must be a letter followed by 12 digits. No punctuation or spaces allowed.	A999999999999	13
(2)	Reference Code	(Optional) Control Identifier tying the transaction back to your business purpose for accessing the record. A string value up to 32 characters in length consisting of letters, numbers, spaces, or the following special characters: -.#@	N14-34543	32
(3)	Permissible DPPA Use	**(Required)** The DPPA Reason for this specific request.	N/A	N/A

Multiple Search Results

A search by driver's license number *may* result in more than one vehicle associated with the owner.

Image 11: Multiple Vehicle Results

	Field Name	Description	Example	Length
(1)	Select Records	Buttons user can use to select all of a type (active, inactive or all) of vehicle record(s) to view the detailed vehicle record. NOTE: Users are charged for the search, but one detailed driving record may be viewed at no additional charge.		
(2)	Vehicle Records	For each matching record, the Title, Class, Make, Year, Expiration and Status of the vehicle is included	N14-34543	32
(3)	View Records or Cancel	After selecting one or more vehicles to view, the customer selects the View Records button. If the customer does not wish to view any detailed records, the customer selects the Cancel button.		

How to Interpret a Vehicle Record

Image 12: Sample Vehicle Record

Table 12: Vehicle Record field names and descriptions

Section	Field Name	Description
Search Summary		
	Transaction ID	Transaction Identifier generated by the application
	Report Time	Date and time the search was performed
	Control ID	The Control Identifier tying the transaction back to your business purpose for accessing the record.
	Title Number	
Vehicle Information		
	Tag Number	The tag number associated with the vehicle
	Sticker Number	
	Expiration	
	Class	
	Title Number	
	VIN	The VIN number associated with the vehicle
	Year	The vehicle's manufacture year
	Make	The vehicle make
	Body	
	Fuel Type	
	Verification Code	
	Gross Combined Weight	
	Gross Vehicle Weight	
	Exceptions	
	Registration ID	
	Inspection Date	
	MVA Use Only	
	Flag Effective Date	
	Administrative Action	
Title Information		
	Title Number	
	Title Printed Date	
	Previous Title Number	
	Previous Title State	
Previous Information		
	Prev Class	
	Prev Tag	
	Odometer	
	Odometer Code	
Emissions Information		
	Inspection Status	
	Inspection Date	
	Expiration Date	
Insurance Information		
	Insurance Company	
	Policy Number	
	Insurance Commence	
	Financial Responsibility Date	
	Validation Date	

Section	Field Name	Description
Owner Information		
	License Number	The owner's driver's license number
	Name	The owner's name
Co-Owner Information		
	License Number	The co-owner's driver's license number
	Name	The co-owner's name
Address Information		
	Address	
Lienholder Information		
	Lienholder	The company who owns the lien on the vehicle
	Date	The date the lien was established
	Lienholder Address	The lienholder's address

Support

The following online support options are available via the Interactive Driver and Vehicle Record Access application.
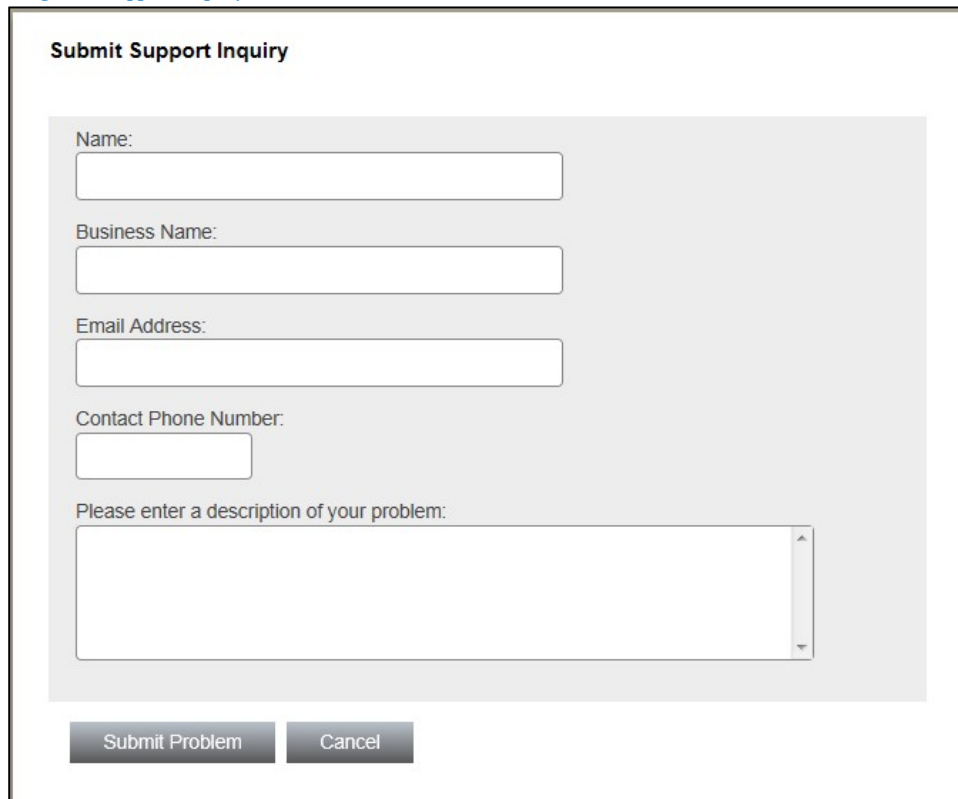
Image 13: Support Main Menu

User Guide - The abbreviated version of this user guide

Email Support – Online form to submit support inquiries

Image 14: Support Inquiry Form

Live Help - Online chat help

Refunds & Credits for Motor Vehicle Record Purchases

NIC periodically receives requests for credits/refunds from customers who have purchased electronic motor vehicle records. This document describes the criteria and guidelines NIC will follow for requesting credits/refunds from the Maryland Motor Vehicle Administration (MVA). NIC's policy will remain consistent with the MVA's mission to provide exemplary service by establishing specific criteria for issuing credits and/or refunds to customers who purchased motor vehicle records.

A. Requests for credits/refunds must be submitted to NIC, in writing at mdhelp@egov.com, and must include the following documentation:
   a. The transaction date
   b. The customer's account number
   c. Any identifying numbers (i.e., DLN, tag, title #)
   d. The reason for the request
B. NIC will consider refunds/credits for requests requested and issued within the preceding three (3) months only.
C. NIC will submit requests for credits/refunds to the Maryland MVA. The MVA will determine eligibility for refunds based on their established criteria and guidelines, transaction activity, and data reports. Transactions that MAY be eligible for a refund/credit include, but are not limited to:
   a. Any charge incurred by the customer as a result of an application error is refundable.
   b. Duplicate record searches entered and retrieved within two (2) business days.
   c. Duplicate records inadvertently ordered on the same date.
   d. Failed or invalid entries.
   e. New customer transaction errors (limited to five (5) record searches within the first sixty (60) days of active service.) This allows the client a period of time to become familiar with using the system, the user manual, etc. An example of an error may include entering the same tag number repeatedly with different vehicle class keys, in an attempt to determine the appropriate vehicle class key.
   f. The second and any subsequent record fees incurred for cross-referenced records. For example, a client enters a license number for Jane Doe and is charged a record fee. The client receives a message indicating the former license number is cross referenced to a new one (i.e., marital name change), and the client then enters the new license number to obtain the current record and is charged a second time. Only the second record fee is eligible for a refund.
   g. Records that have been requested, but not received.
D. Transactions that are NOT eligible for a refund/credit include, but are not limited to:
   a. Record searches that result in no record found.
   b. Record searches for driver/vehicle activity.
   c. Record purchased and issued more than three (3) months prior to receipt of the refund request.
   d. Incorrect data entries that result in a record being provided.
E. Any refund/credit requests not noted above will be reviewed on a case-by-case basis by the Maryland MVA.

Credits approved by the MVA will be applied by NIC to the customer's CDB account. Approved refund/credit requests from customers of the Point-to-point (PTP) and Interactive Driver and Vehicle Record (IDVR) systems, Driver Batch Monitoring (DBM) system, or Batch Vehicle Monitoring (BVA) system) will be credited directly to the customer invoice for the following month. Excess credits will roll over to additional month(s) until all credits are exhausted.